

Frequently Asked Questions

When will the program start?

Residents should start using their cart as of **May 2, 2016**. DO NOT USE YOUR CART UNTIL THE START DATE of May 2, 2016. The waste hauler will not be fully equipped to handle these carts until the official start date. Carts placed out before May 2nd will NOT be collected.

Will my collection schedule change?

No. Trash will continue to be collected weekly and recycling will continue to be picked up every other week on your regularly scheduled collection day.

Do I still have to bag my trash?

Yes. Please continue to bag all trash. It will help keep your cart clean and free of odors and reduce wind-blown litter in our neighborhoods.

How far from the curb and other objects should I place my cart?

Please allow three feet (3') of clearance around all sides of your wheeled cart. Pay particular attention to utility poles, fire hydrants, cars, and any other trash carts or barrels when placing cart out for collection. Official overflow bags, if needed must be placed next to cart.

When do I place my wheeled trash cart(s) out for collection?

Make sure to place your trash and recycling curbside by 6:00 AM on the day of your collection. On occasion, especially in inclement weather, collection routes are altered which can result in being missed if trash and/or recycling are not placed curbside by 6:00 AM. Please help us by making sure your trash and recyclables are curbside by 6:00 AM the day of collection regardless of what time the collection vehicles normally reach your home.

Is recycling impacted by the program?

No. Recycling will not change. Recycling will continue to be picked up every other week in bins properly marked "Recycling." There is no limit to how much you can recycle.



What do I do with my old trash barrel?

It is highly suggested that you re-purpose your barrel into an additional recycling receptacle by labeling it with a "Haverhill Recycles" sticker, available at 500 Primrose St.

What do I do with bulk items such as a sofa, desk, mattress, etc.?

Residents are still allowed to place one bulk item per week curbside free of charge. However, all bulk items, including the first free item, MUST be scheduled for collection by calling Capitol Waste Services at 1-844-377-1718 at least 2 business days prior to your regular collection day.

Can I put leaves, grass or yard waste in my cart?

No. Do not place any yard waste in your wheeled trash cart. Yard waste can be brought to the Compost and Recycling Center at 500 Primrose St., Haverhill, MA. Visit www.cityofhaverhill.org for hours of operation.

Additional Information

Contact Information

If you have any questions or concerns, please contact the Solid Waste and Recycling Department by calling 978-420-3817, sending an email to fcordano@cityofhaverhill.com, or visiting 500 Primrose Street, Haverhill, MA 01830.



Guide to City of Haverhill's Wheeled Trash Cart Program

Overview of the Wheeled Trash Cart Program

The City of Haverhill and Capitol Waste Services, the city's trash hauler, are pleased to announce Haverhill's new wheeled trash cart program. The City is switching from traditional trash barrels and manual trash collection to a new technologically advanced waste collection system. The program is designed provide cleaner city streets and neighborhoods and decrease the City's overall trash disposal costs.

Each eligible household will receive one city-issued trash cart delivered at no charge. You can repurpose your old trash barrel(s) into recycling container(s) by placing a free recycling sticker on it, which will be delivered with your cart. Trash will continue to be picked up every week on the same schedule, and Recycling collection will still continue to be picked up every other week.

Automated trash collection is used by many communities in Massachusetts and works by having a sanitation worker control a mechanical arm from inside the cab of the vehicle which has the ability to lift, empty the specialized cart and replace the container back on the ground without having to leave the cab of the vehicle and be exposed to the elements! Please read the following guide carefully as it goes into detail about topics like placing your new trash cart, overflow, bulk items and more!

Sincerely,
Mayor James J. Fiorentini



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Understanding the Automated Collection Process

Automated collection has proven in other communities, such as Lowell, Lawrence, Weymouth and Braintree, to be very effective at reducing the amount of litter found in the streets, reducing trash disposal cost, increasing overall recycling, and making collection more efficient. Each eligible household will receive one sixty-four (64) gallon cart for trash. Recycling collection will remain the same. Residents may continue to use existing recycling bins or designate their old trash barrel as their new recycling container. Please remember to properly label your re-purposed recycling container. In order to ensure collection, both trash and recycling must be placed curbside by 6:00 a.m. on your scheduled collection day, per Board of Health Regulations. We ask that you please make sure all trash is bagged prior to placing it in your cart. Bagging trash allows for cleaner, more effective collection and reduces the risk of garbage and debris from

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Understanding the Automated Collection Process

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being blown away during the collection process. You may use your traditional trash bags to place inside your wheeled cart, however any additional trash that does not fit in your trash cart must be placed in official “overflow bags” to be collected. Please do not overfill the carts and make sure that the lids are closed when placed curbside for collection. Overfilled trash carts can cause mechanical issues and increases the amount of litter strewn throughout the streets during collection.

As always, there is no limit to the amount of recycling you can place curbside so this is a great opportunity to make sure you optimize your recycling efforts and place

all bottles, cans, plastics, paper and cardboard in with your recycling. Please note that there will be no changes to collection schedules or times. Refuse will continue to be collected every week and single stream recycling will continued to be picked up every other week. As always, no collection will take place on legal holidays. Collection on holidays will be pushed forward to the following day for the remainder of the week.

★ **REMINDER:** Please make sure to bag all trash in traditional trash bags prior to placing it in your wheeled cart. Overflow bags are only for extra trash that does not fit in your cart.

Understanding Placement of Trash Carts

Automated collection requires that residents fully understand where they are expected to place their cart for collection. Carts should be placed curbside with the arrows on the lid of the cart pointing toward the street. The one most important rule to remember is to allow enough radius around each cart so the collection vehicle can grab each cart. Please make sure to allow at least three feet (3’) around each side of the cart and make sure there are no low hanging tree limbs, branches or shrubs overhead. Make sure that there are no fire hydrants, mail-boxes, utility poles, or other carts within three feet (3’) of each cart. If you happen to exceed the 64 gallon limit and have more trash than can fit inside your cart with

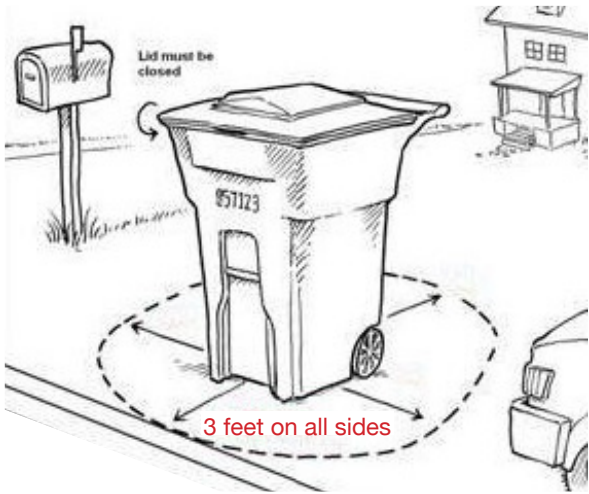
the lid closed, you can use an approved overflow bag. Overflow bags should be placed right next to your cart for collection.

Following these simple rules will allow Capitol Waste Services to properly empty your new cart without any issues:

- **POINT IT OUT**
Arrows on cart are facing outward towards the street.
- **GIVE IT ROOM**
Remember the 3-foot radius of clearance on all 4 sides of the cart.
- **LEVEL IT**
Make sure that your cart is level to the ground, especially during the winter months.
- **LOOK UP**
Make sure that you allow for at least 7 feet of clearance above the cart.

If you have any issues or concerns regarding placement, please call the Solid Waste and Recycling Department at 978-420-3817.

★ Face the cart toward the street, and allow 3 feet of clear space on all sides of the cart.



Extra Trash - Overflow

For residents who need to dispose of additional trash that exceeds the 64 gallon cart, the City will offer a couple of new added services. For occasional trash exceeding your carts capacity, residents may acquire overflow bags at the Department of Public Works or Treasurers Office in City Hall along with many participating locations throughout the City. Overflow bags are sold for \$7.50 per sleeve (5 bags per sleeve.) Visit www.haverhillma.gov for a list of all overflow bag vendor locations.

All trash, excluding bulk waste items that do not fit in your 64 gallon container MUST be in overflow bags and placed next to your trash cart. Any items not placed in an official trash cart or overflow bag will not be collected by the City’s waste hauler.

For residents that consistently need more capacity on a weekly basis, the City will provide them with an additional cart for \$150 per year.

BAG VOUCHER

To kick start the program residents will receive a voucher for five (5) free overflow bags. You will receive this voucher along with your cart. The vouchers can be redeemed at Treasurer’s Office in City Hall, the Highway Department at 500 Primrose Street or at any of the participating bag vendor locations. Please be advised that each household will receive only one voucher.

Bulk Item Collection

Bulk items are items such as a couch or mattress that cannot fit in your trash cart. Residents will still be allowed to place one (1) bulk item per week curbside free of charge. However, all bulk items, including the first free item, MUST be scheduled for collection by calling Capitol Waste Services at 1-844-377-1718 at least 2 business days prior to your regular collection day. As an added service, if you wish to throw away more than one (1) free bulk item per week, you can now do so by paying a small fee for each additional item beyond the first free bulk item. For example, large items such as sofas and couches are an additional \$25, while smaller items like a stroller or crib will cost \$10. Check the City of Haverhill website for

a list of bulk items and their prices. Remember, you’re still allowed to dispose one bulk item FREE, but you must call for an appointment. Any bulk items left curbside without an appointment will not be collected. If your trash is normally picked up on a Monday, you must call by Thursday of the prior week to schedule your collection. Residents with Tuesday collection must call by Friday of the prior week, etc.

★ All bulk items must be scheduled for collection by calling Capitol Waste Services at 1-844-377-1718 at least two business days prior to your regular collection day.

Reduce, Reuse, Recycle

The most effective way to reduce waste is to not create it in the first place. Donations such as gently-used clothing, sheets, kitchen items and baby gear can be put to good use by several local, nonprofit organizations. You can find some examples at www.cityofhaverhill.org.

Curbside Single Stream Recycling & Drop-off Center

Please do not use your new trash wheeled cart for your recyclables. Use the wheeled carts for trash only. Residents may continue to use their current recycling containers, bins or barrels properly labeled with a “Haverhill Recycles” sticker. It is recommended that you re-purpose your old trash barrels into recycling containers. Simply label your old trash containers as your new recycling bins for more capacity and handling. A sticker has been included for this purpose with your new cart.

For the convenience of residents, any additional recycling can be brought to the Compost & Recycling Center where we also accept hard to recycle items like mercury containing products, waste oil, tires, appliances, yard waste and scrap metal. If you have questions, call the Solid Waste and Recycling Department at 978-420-3817.

★ Curbside single stream recycling will continue to be picked up every other week on your designated day.